

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

379	231
Class	Subclass
ISSUE CLASSIFICATION	

PATENT NUMBER

**U.S. UTILITY Patent Application**

<p><b>O.I.P.E.</b></p> <p>SCANNED <i>AS</i> <i>①</i> O.A. <i>AS</i></p>	<p><b>PATENT DATE</b></p>
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APPLICATION NO. 097864057	CONT/PRIOR	CLASS 379	SUBCLASS 231	ART UNIT 2642	EXAMINER AL-AUBADI
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**TITLE** **APPLICANTS**

Mark Hettish

Se 09/268912

Methods and apparatus for performing diagnostics and gathering statistics in computer supported telephony applications (CSTA)

PTO-2040  
13/99

**ISSUING CLASSIFICATION**

[illegible]

<input checked="" type="checkbox"/> <b>TERMINAL DISCLAIMER</b>  The term of this patent subsequent to _____ (date) has been disclaimed.  <input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S. Patent No. _____.  _____  <input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.	<b>DRAWINGS</b> <div style="display: flex; justify-content: space-around;"> <span>Sheets Drawn: <u>2</u></span> <span>Figs. Drawn: <u>2</u></span> <span>Print Figs.: <u>1</u></span> </div>			<b>CLAIMS ALLOWED</b> <div style="display: flex; justify-content: space-around;"> <span>Total Claims: <u>20</u></span> <span>Print Claim for O.G.: <u>1</u></span> </div>	
	Signature: <u>[Signature]</u> (Assistant Examiner) Date: <u>5/25/65</u>			<b>NOTICE OF ALLOWANCE MAILED</b>  _____  <b>ISSUE FEE</b> <div style="display: flex; justify-content: space-between;"> <span>Amount Due: _____</span> <span>Date Paid: _____</span> </div>	
	Signature: _____ (Primary Examiner) Date: _____			<b>ISSUE BATCH NUMBER</b>  _____	
	Signature: _____ (Legal Instruments Examiner) Date: _____				

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